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Maintenance, Logistics, and Facilities

System Maintenance, NWSPD 30-21

Systems Maintenance Management, NWSI 30-2112

REPORTING SYSTEMS, EQUIPMENT, AND COMMUNICATIONS OUTAGES

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Vickie Nadolski
Director, Western Region

Date

Reporting Systems, Equipment, and Communications Outages

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1. Purpose. The purpose of this supplement is to provide further guidance and clarification to NWSI 30-2112, Reporting Systems, Equipment, and Communications Outages.

2. Background. Incident Reports (IR) are essential for immediate notification to the NWS Western Region management team. Incident Reports must also be followed up by submitting a Daily Report (DR) using the Unscheduled Outage System (USOS) to ensure proper tracking of outages. The Meteorologist-in-Charge (MIC) is responsible for ensuring these procedures are followed, but will rely on the Electronics Systems Analyst (ESA) and electronics staff for guidance and information. Although DRs are due in by 1600Z, it is recommended that DRs be completed as soon a criterion is met.

When evaluating criteria for submission of an IR or DR, it is better to error on the side of caution. Refer to Appendix B of this supplement for the Interactive Decision Tree. A brief explanation of the USOS process highlights this.. Once an office submits a DR by using USOS, the report sits in a queue awaiting action from Western Region Headquarters (WRH) personnel. They may edit, delete, or forward the report to NWS Headquarters (WSH). In many cases, WRH personnel will seek clarification from the local office before taking action. Once a DR is forwarded to WSH, it is again placed in a queue awaiting action from WSH personnel. WSH may seek clarification from the WRH and either delete or submit the DR. Once a DR is submitted it then becomes an official report. Weather Forecast Office (WFO) staff can update the DR at anytime but can only close the report after it becomes official. There are numerous opportunities for a DR to be deleted before senior management is notified.

3. Incident Report Criteria. Incident Reports must be submitted as soon as possible whenever any of the following criteria are met:

- a. Any loss of WFO/RFC voice communications.

or, during weather or hydrologic conditions that threaten or could threaten public safety, report the failure of:

- b. Automated Weather Interactive Processing System (AWIPS) requiring implementation of service backup.
- c. Weather Service Radar-88 Doppler (WSR-88D), NOAA Weather Radio WFO/RFC frame relay circuit, or associated equipment.

4. Procedures for Submitting an Incident Report. Send an email (limit 150 characters) to wr.incident.report@noaa.gov which results in a text message to the Regional Director, Acting Regional Director, Systems Operations Division (SOD) Chief and Deputy Chief, Electronics and Facilities Branch Chief, and Electronics Program Manager (EPM). Pager emails must include the items listed in Appendix A of NWSI 30-2112. After the pager email is sent, complete a DR using the USOS. If an email cannot be sent (e.g., if your leg of the regional WAN is down), request your backup office to send.

If an email cannot be sent, call the POC's in Appendix A of this supplement, in the order listed until voice contact is made. Work number numbers (during normal business hours), cell, or home phone numbers (after hours). of this supplement (and on the SOD web page) until voice contact is made. After voice contact is made, ensure a DR is submitted using the USOS either by the WFO or WRH staff.

5. Daily Report Criteria. Please see Appendix C of NWSI 30-2112. DR must be updated when the anticipated restore time will not be met. An explanation of why the restore time will not be met must be included in the updated USOS. Explanations of why restore times are not met will normally be derived from the electronics staff. Western Region will create an A-26 document for the electronics equipment detailed in the USOS with the exception of ASOS equipment.

Appendix A - Western Region POC Information

Phone Numbers and Pager Addresses

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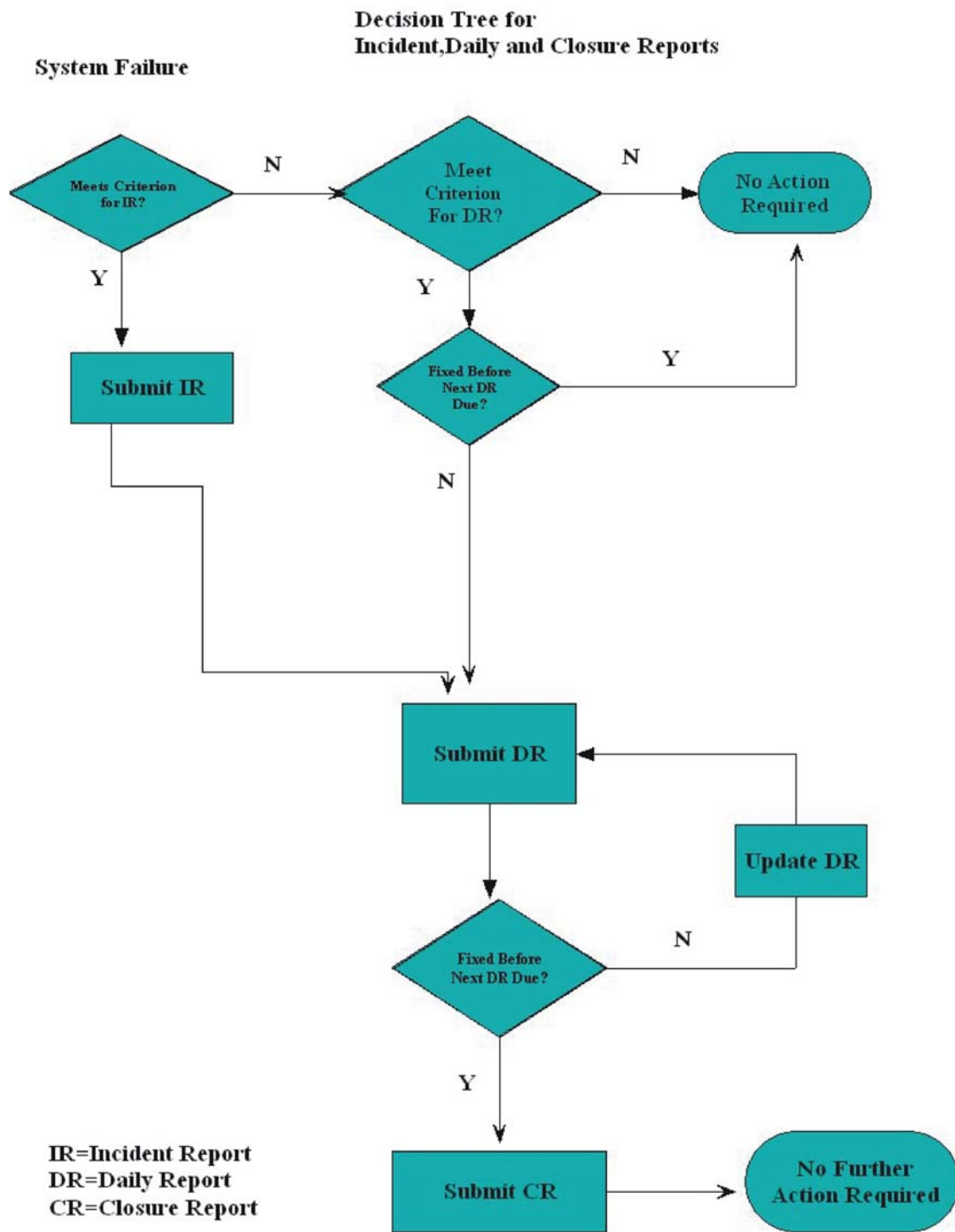
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Appendix B - Interactive Flow Decision Tree

Figure 0-1 <http://ww2.wrh.noaa.gov/idc/idc.htm>